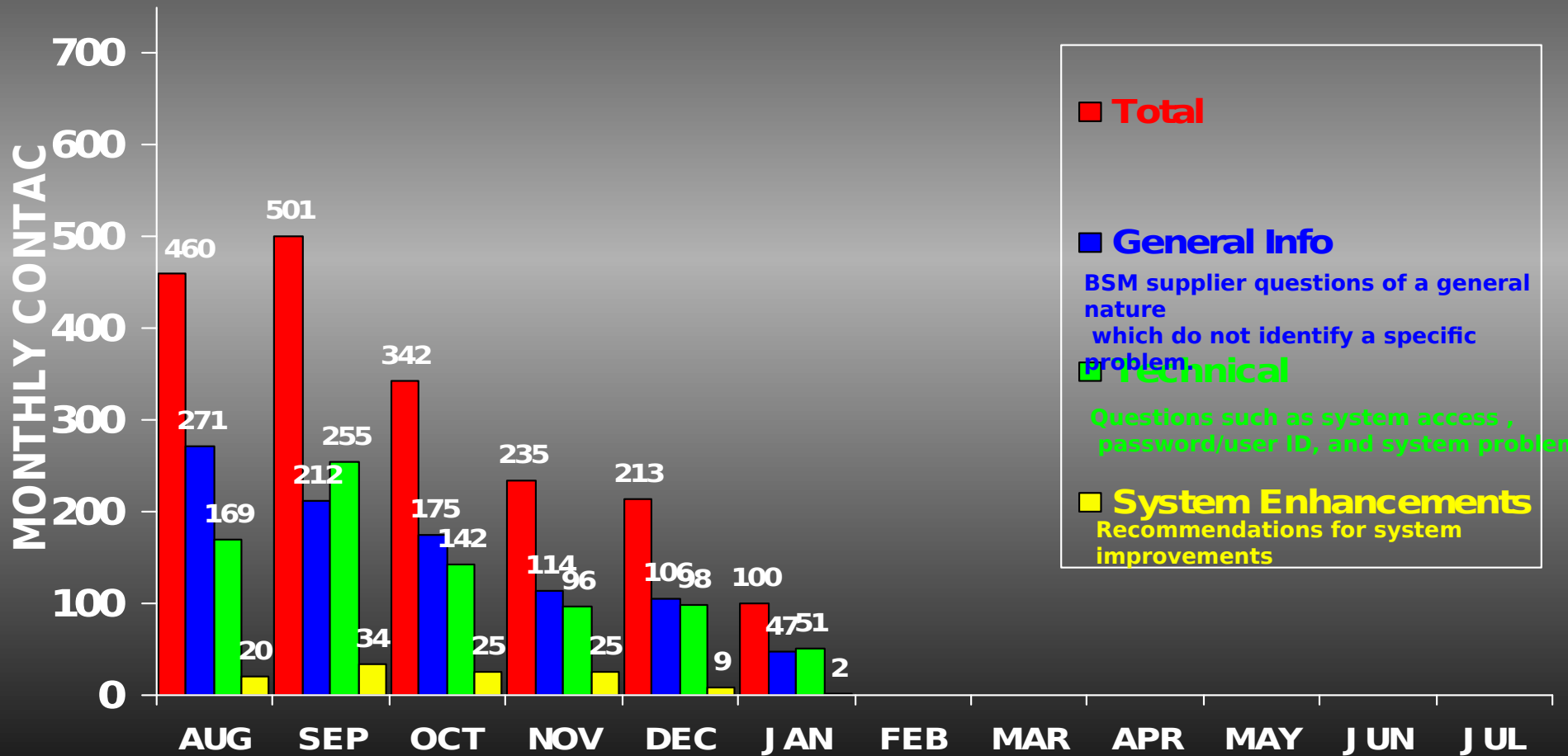




SRweb RELATED CONTACTS

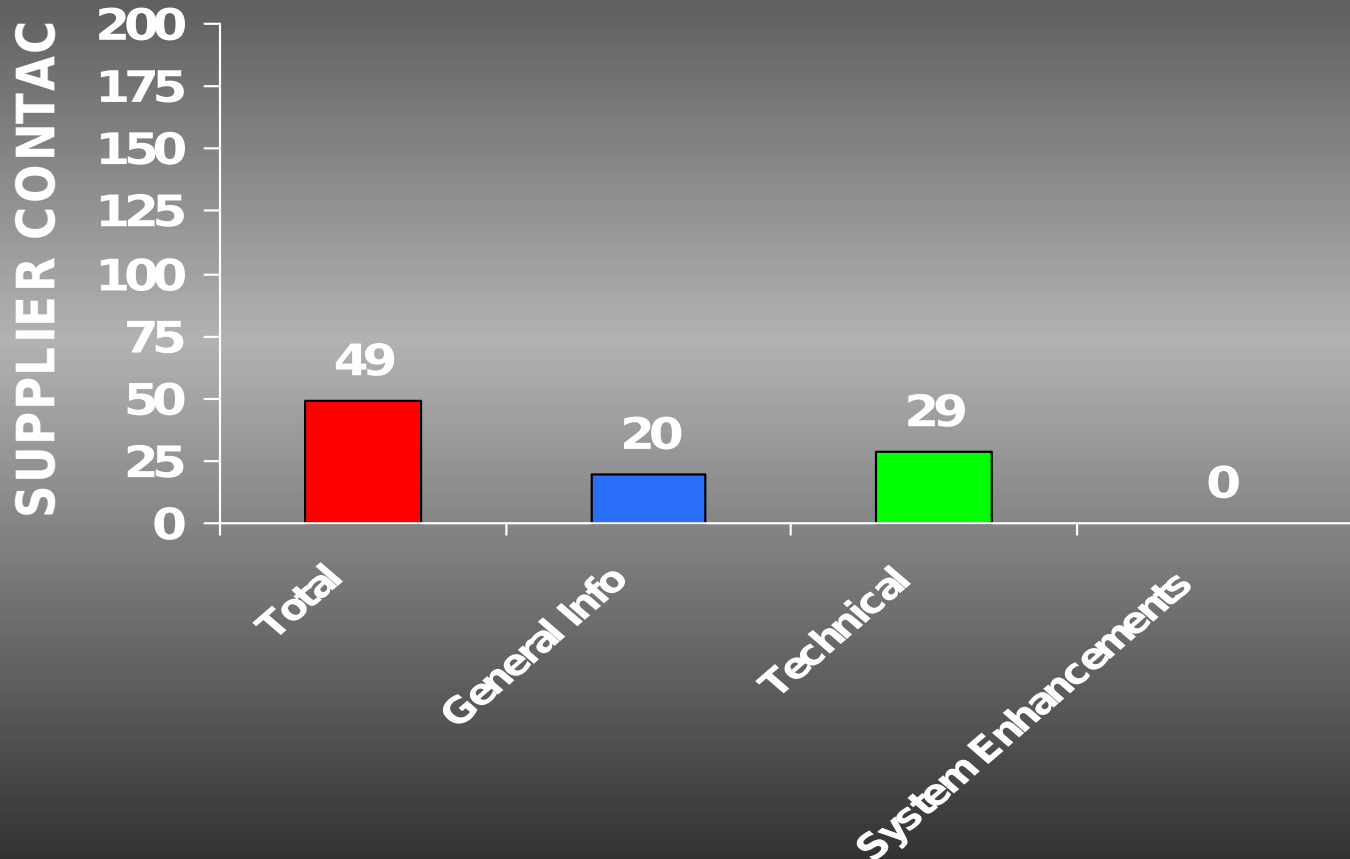
As of 16 JAN





SRweb RELATED CONTACTS

WEEK OF 10-16 JAN 03



■ **Total**

■ **General Info**

BSM supplier questions of a general nature which do not identify a specific problem.

■ **Technical**

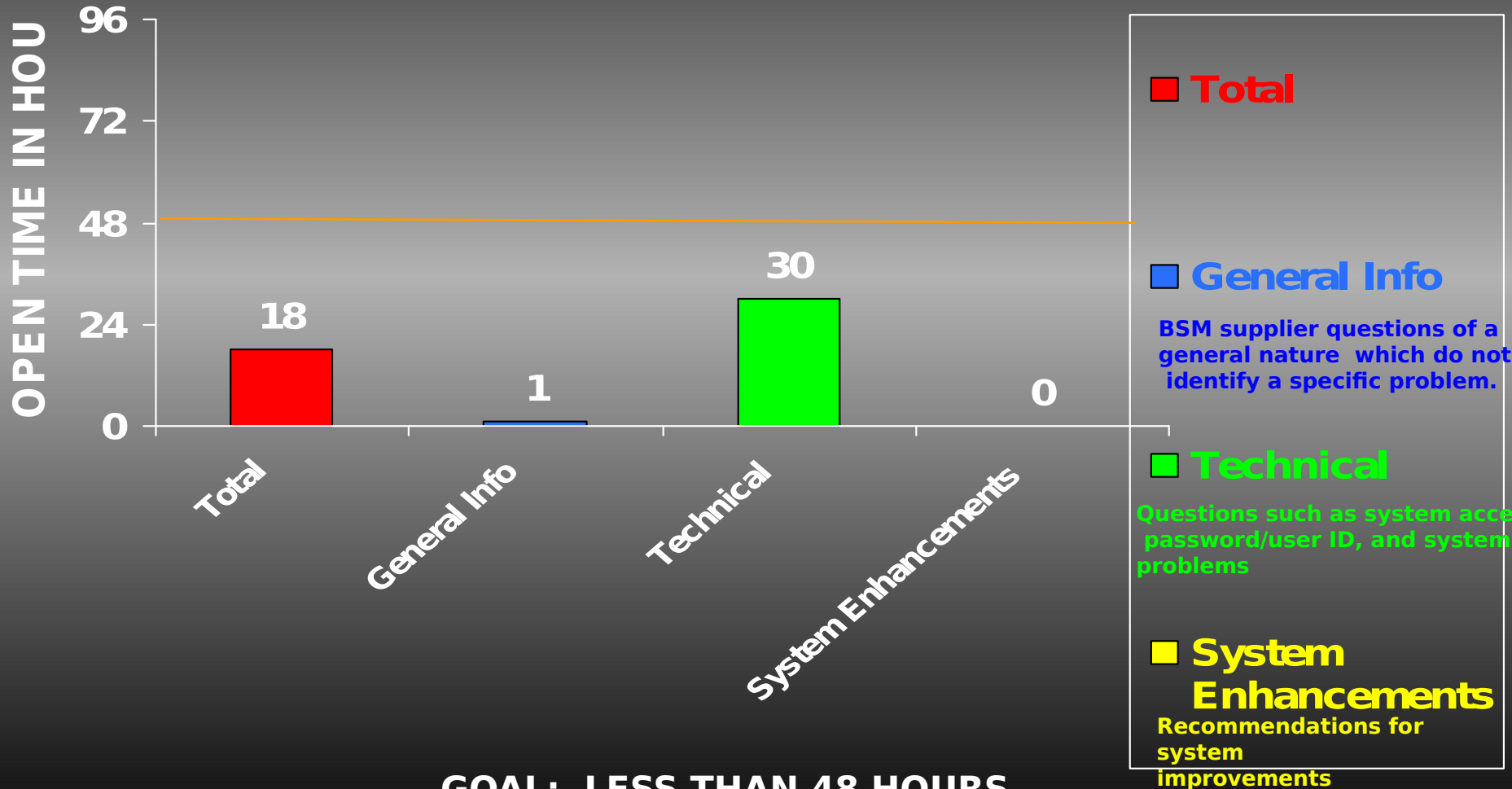
Questions such as system access password/user ID, and system problems

■ **System Enhancements**
Recommendations for system improvements



SRweb ISSUES

Average Resolution Time
WEEK OF 1-16 JAN 03

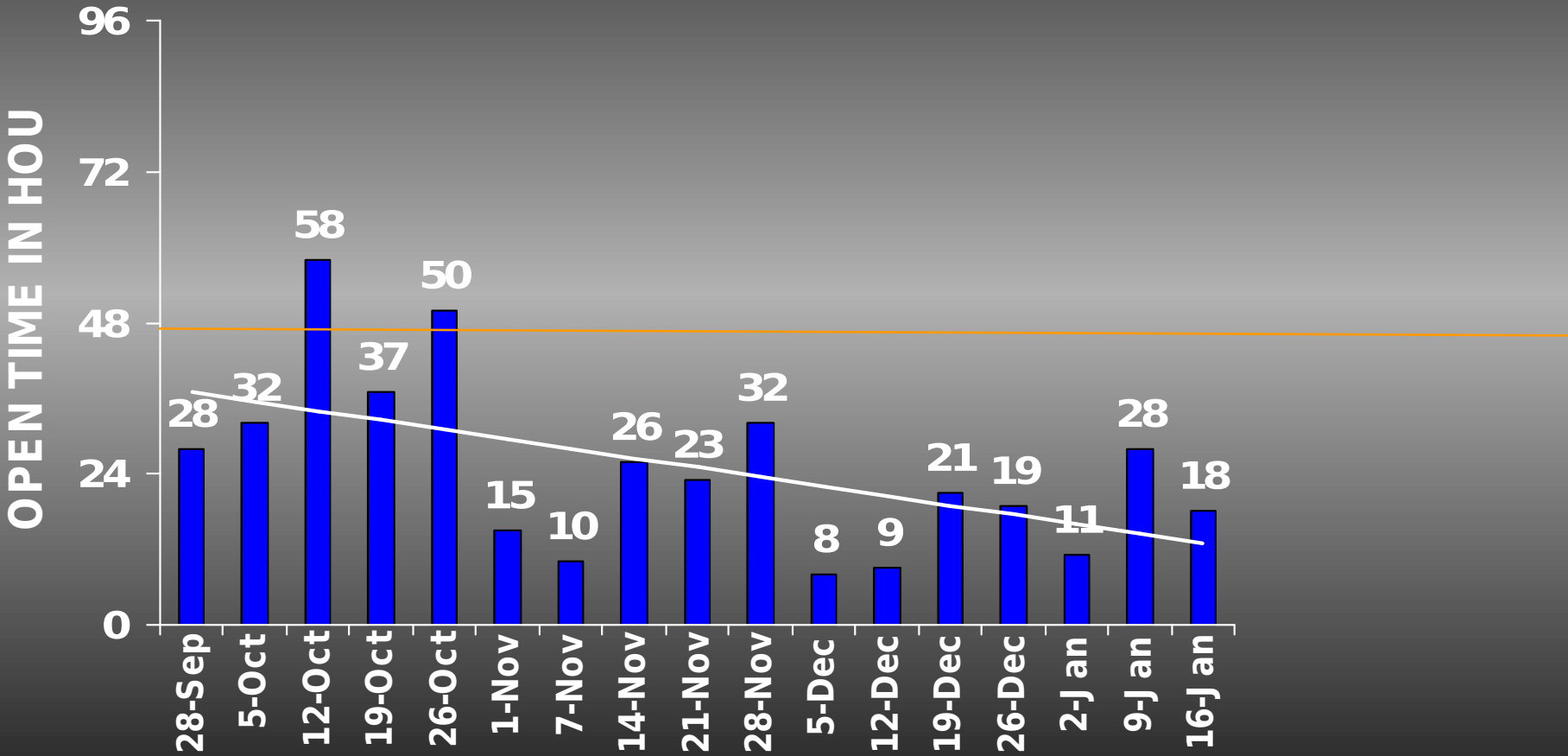


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS